

Professional and Managerial Branch
Miscellaneous Managerial Group
Transit Operation Series

**PARATRANSIT OPERATIONS
ASSISTANT SUPERINTENDENT**
03/95

Summary

Under direction, manage paratransit coach dispatching and operations, and plan and develop services for Americans With Disabilities Act (ADA) paratransit eligible passengers.

Typical Duties

Direct routing, scheduling, dispatching and operations to provide frail elderly and other physically and mentally challenged passengers, their attendants, guide animals and wheel chairs or other apparatus with point-to-point demand response public transit services. Involves: reviewing recurrent routings, nature and frequency out-of-hours special event or individualized runs, schedules and time sheets; inspecting coaches, dispatching equipment, routes and premises; investigating and solving unit performance problems which includes computerized scheduling malfunctions, accidents and passengers or citizens' complaints; coordinating on-going availability of sufficient suitable coaches in safe and clean operating condition; controlling expenditures of budgeted funds; monitoring operations and assessing cost effectiveness contracted services such as taxi transportation; advising of accessible transportation alternatives such as fixed route buses and hotel shuttles in response to inquiries, if appropriate.

Develop and implement operational goals and objectives to sustain and improve programs. Involves: preparing budget requests which include recommendations for procurement of vehicles and equipment, and changes to staffing table; writing requests for proposals and technical specifications; researching, compiling and analyzing operational statistics, cost information and regulatory requirements; preparing materials and making presentations before officials, community organizations and the general public; adjusting procedures in response to regulatory changes.

Supervise assigned personnel directly and through subordinate supervisors. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development which includes coaching in sensitivity to passenger needs and problems; enforcing personnel rules and regulations, standards of conduct, work attendance and safe work practices; applying prescribed recognition and progressive discipline as authorized; settling second stage grievances; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing specified duties and responsibilities essential to maintaining continuity of operations and similarly performing any duties of subordinates, if necessary; maintaining records and writing reports regarding general operations and activities.

Minimum Qualifications

Training and Experience: Associate's Degree in Business Administration or related field plus three years of public transit operations experience including one year in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: paratransit routing, scheduling, operating rules and regulations; City geography, street system and road condition; peak traffic times and locations, speed patterns and effects of weather; Federal, State and City ordinances and regulations related to motor traffic control. Considerable knowledge of: supervisory techniques and practices; special transportation needs and problems of ADA paratransit eligible passengers; coach and equipment design, operation and maintenance; paratransit operations related computer applications programs; personnel rules and regulations, and conduct, attendance and safety standards. Good knowledge of: public transit administrative practices and procedures.

Ability to: direct and administer dispatched vehicle fleet operations and maintenance, and allied customer service activities; use sound judgment to evaluate and recommend improvement of unit's public transit services and programs; prepare equipment specifications; justly and impartially apply discretionary supervisory authority; express oneself clearly and concisely both orally and in writing; establish and maintain effective working relationships with officials, the general public and fellow employees; maintain records and prepare reports.

Skill in: driving a motor vehicle through city traffic; operating personal computer and dispatching equipment.

License and Certificates: Texas Commercial Driver License (CDL) with passenger endorsement by time of appointment.

Special Requirements: Be on call to respond to operational emergencies. Work varying and non-standard hours, including evenings, weekends, holidays and mandatory overtime. Positions assigned duties which require a Commercial Driver's License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature within Mass Transit], are subject to federal drug and alcohol testing regulations, which include preemployment, post-accident, reasonable suspicion, random, return to duty and follow-up testing.

Director of Personnel

Department Head

OFFICIAL